

Can staff/interns use WITS when working away from the office, such as working from home?

This is a regional decision, which can be approved if there is a valid business need and all privacy and confidentiality requirements are followed (Department Privacy Policy & DBH 11-21).

How do I delete an item from WITS? (Notes, Fee Determination, etc.)

Please refer to your WITS Regional Administrators for assistance with requests for deleting a case record in WITS. They will then review the request and take appropriate action.

What do I do if I make an error on a note (Misc. or Encounter)?

You are able to make adjustments to notes and should not create a duplicate unless you have created the wrong note type (Encounter or Miscellaneous) or it has been created under the wrong client name.

Should I create a voucher or enter a planned service?

If the Department is providing the service, it has to be entered in Planned Service. If the service is provided by a contractor, the information needs to be documented in the note and a Voucher should be created.

What are the steps in WITS to change a client from a child to an adult?

This decision is the discretion of each region. You can either change the domain from Child to Adult and continue the episode of care or close the episode of care for the child and open a new one as an adult.

What duration type should we choose for an encounter note?

Only choose minutes.

How do we add new medications to WITS?

Please submit all requests for new medications to be added to WITS through a support ticket, and attach a completed current medication request form which can be found at www.wits.idaho.gov.